

# MINISTER FOR EMERGENCY SERVICES, AND MINISTER FOR WATER

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## OVERVIEW

<i>Agency</i>	<i>2007-08 Budget \$m</i>	<i>2008-09 Budget \$m</i>	<i>Variation %</i>
<b>New South Wales Fire Brigades</b>			
Total Expenses .....	504.4	532.4	5.6
Capital Expenditure .....	40.1	45.9	14.4
<b>Department of Rural Fire Service</b>			
Total Expenses .....	226.6	228.0	0.6
Capital Expenditure .....	8.9	8.3	-6.6
<b>State Emergency Service</b>			
Total Expenses .....	46.2	54.5	17.9
Capital Expenditure .....	5.3	3.1	-41.3
<b>Total, Minister for Emergency Services, and Minister for Water</b>			
Total Expenses .....	<b>777.2</b>	<b>814.9</b>	<b>4.9</b>
Capital Expenditure .....	<b>54.3</b>	<b>57.3</b>	<b>5.5</b>

In addition to the agencies listed above, the Minister is also supported by the Department of Water and Energy (Section 19) for the Water Utilities portfolio area.

## NEW SOUTH WALES FIRE BRIGADES

The New South Wales Fire Brigades (NSWFB) provides emergency risk management services from 339 stations throughout New South Wales promoting fire safety, managing fires, and protecting New South Wales from hazardous material incidents. The NSWFB is the largest provider of non-fire rescue services in New South Wales and provides State-wide counter-terrorism consequence management emergency response. Through its emergency communication centres, NSWFB also has State-wide responsibility for receipt of all 000 or automatic fire alarm calls for both the NSWFB and the Department of Rural Fire Service (RFS).

The NSWFB provides direct fire protection to more than 90 per cent of the State's population. The NSWFB has mutual aid arrangements with other emergency services which extend its services beyond gazetted fire districts.

The NSWFB's governing legislation is the *Fire Brigades Act 1989*.

The NSWFB is funded 73.7 per cent through fire service contributions from insurance companies, 12.3 per cent by local government and the remaining 14 per cent by the State.

## **RESULTS AND SERVICES**

The NSWFB aims to enhance community safety, quality of life and confidence by minimising the impact of hazards and emergency incidents on the people, environment and economy of New South Wales. To achieve this goal, the NSWFB works towards its vision of a safer New South Wales protected by Australia's leading fire and rescue service by working towards the following results:

- ◆ There is effective emergency incident prevention.
- ◆ Communities are resilient and well prepared against emergencies.
- ◆ Emergency responses are fast, reliable and effective.
- ◆ Disruption to communities, business and the environment is reduced.
- ◆ Assessment of emergency risks is accurate.

The services provided by the NSWFB that contribute to these results are:

- ◆ Community safety services that manage risk by ensuring effective emergency incident prevention and by developing resilient communities that are well prepared for emergencies. This is done through community education and activities such as fire fighter inspections of premises.
- ◆ Emergency management response and recovery services that provide rapid, reliable emergency assistance, 24 hours a day, 7 days a week, while ensuring emergency incidents are minimised and emergency-related disruptions to communities, business and the environment are reduced.
- ◆ Operational preparedness services assess risk, develop and test operational plans, provide training for emergencies and overall operational support across the organisation's various functions.

The key services provided by the NSW Fire Brigades and the way in which they are expected to contribute to results are set out in the following table:

Service Groups	2008-09 Budget Expenses \$m	Results				
		Effective emergency incident prevention	Community resilience and preparedness for emergencies	Fast, reliable and effective emergency responses	Reduced disruption to communities, business and the environment	Accurate assessment of emergency risks.
Community Safety	26.7	✓	✓			
Emergency Management	326.9	✓		✓	✓	
Operational Preparedness	178.8	✓	✓	✓	✓	✓
<b>Total Expenses Excluding Losses</b>	<b>532.4</b>					

## RECENT ACHIEVEMENTS

The NSWFB in partnership with other agencies achieved the following in 2007-08:

- ◆ The percentage of smoke alarms in homes was increased from 76.9 per cent to 86.9 per cent. This includes some 6,000 seniors' homes visited to install or check smoke alarms under the Smoke Alarm Battery Replacement for the Elderly Program.
- ◆ Community protection was enhanced by opening new fire stations at Bathurst and Hamlyn Terrace, and completing major renovations at Berowra, Bourke, Budgewoi, City of Sydney, Corrimal, Finley, Harden, Huntingwood, Matraville, Menai, Scone and West Tamworth.
- ◆ The NSWFB responded to 138,021 emergency calls, including 33,118 fires, 11,555 rescues, 12,714 hazardous material incidents and 1,070 storms and other natural disasters.
- ◆ Hazardous materials (hazmat) emergency responses were increased by establishing two new primary units at Berkeley Vale and St Marys, and three new intermediate hazmat units at Condobolin, Grafton and Maitland.
- ◆ Terrorism consequence management capabilities were increased in the areas of major building collapse rescue (under the Urban Search and Rescue program) and chemical, biological and radiological attack.

## **STRATEGIC DIRECTIONS**

A key strategic direction of the NSWFB is to increase community access to early intervention programs and improve the effectiveness of these programs. The NSWFB will focus on early intervention and emphasise prevention and improving community preparedness as key roles for firefighters. The NSWFB will increase community safety and resilience to hazards and emergency incidents by increasing awareness of preventative measures; facilitating recovery after emergencies; developing and implementing preventative programs for at risk elements of the community; and strengthening partnerships with local government, community groups and other emergency services.

The NSWFB is prioritising operational readiness for managing the consequences of any terrorist attacks.

The NSWFB is improving its cost-effectiveness by sharing support and infrastructure services and re-engineering processes. The NSWFB has played a strong role in collaborative ICT planning in the emergency services sector over recent years.

## **2008-09 BUDGET INITIATIVES**

### **Total Expenses**

Total expenses in 2008-09 are budgeted to be \$532.4 million, an increase of 5.6 per cent on the 2007-08 Budget. This increase is mainly due to an additional \$10.4 million in 2008-09 for new staffing at fire stations in Kincumber, Coffs Harbour, Queanbeyan and Narellan as well as sustaining NSWFB's operational preparedness throughout the year.

### **Capital Expenditure**

In 2008-09, the NSWFB's capital works program is \$45.9 million. This will fund capital works projects including:

- ◆ \$18 million for an ongoing program to acquire and replace fire fighting appliances
- ◆ \$1.4 million for the Human Resources Reporting System
- ◆ \$5 million for fire station renovations
- ◆ \$2.4 million for community fire units
- ◆ \$15.5 million for fire fighting and counter-terrorism plant and equipment and

- ◆ \$3.6 million for information technology and station communications equipment.

This capital expenditure will benefit both city and rural areas of New South Wales and continue to address the need for additional facilities in growth areas.

## AGENCY RESULT INDICATORS

### *Effective emergency incident prevention*

<b>Result Indicator</b>	<b>Units</b>	<b>2005-06 Actual</b>	<b>2006-07 Actual</b>	<b>2007-08 Budget</b>	<b>2008-09 Forecast</b>
i) Accidental residential structure fires reported	no. per 100,000 households	138.1	120.7	135.0	135.0
ii) Incendiary and suspicious fires attended by NSWFB	no. per 100,000 population	159.2	147.0	167.0	145.0
iii) Property fires attended by NSWFB	no. per 100,000 population	172.2	170.7	182.0	174.0
iv) Bush and grass fires in NSWFB Districts	no. per 100,000 population	189.7	166.4	165.0	156.0

**Note:**

These indicators show the effectiveness of the NSWFB's programs aimed at decreasing or eliminating the impact of fire on the community and environment.

## ***Resilient and well prepared communities against emergencies***

<b>Result Indicator</b>	<b>Units</b>	<b>2005-06 Actual</b>	<b>2006-07 Actual</b>	<b>2007-08 Budget</b>	<b>2008-09 Forecast</b>
i) Households with smoke alarms	%	76.9	86.9	93.0	95.0
ii) Residential structure fires where persons require rescue by NSWFB	%	1.9	2.1	1.8	1.8
iii) Community Fire Units established in bush/urban interface	no.	314	358	442	542

**Notes:**

- i) This indicator shows the level of safe fire practices in the community. The higher the percentage of households with smoke alarms installed the lower the likelihood of fire and its attendant adverse effects.
- ii) This is a proxy to measure how well households are prepared and can respond to fire.
- iii) This indicator is a proxy to measure how well the NSWFB helps neighbourhoods prepare for and become capable and effective at coping with the effects of fires in the bush/urban periphery.

## ***Fast, reliable and effective emergency responses***

<b>Result Indicator</b>	<b>Units</b>	<b>2005-06 Actual</b>	<b>2006-07 Actual</b>	<b>2007-08 Budget</b>	<b>2008-09 Forecast</b>
i) Emergency calls answered within 10 seconds	%	95.0	95.3	95.0	95.0
ii) Response time to structure fires – 50th percentile	mins	7.0	7.0	6.8	6.8
iii) Response time to structure fires – 90th percentile	mins	11.4	11.3	11.3	11.2
iv) People rescued from fires, road rescues and other emergency conditions	no.	2,906	3,452	2,900	2,900

**Note:**

These result indicators measure the NSWFB's capacity to reduce the adverse effects of fire on communities through timely response.

## **Reduced disruption to communities, business and the environment**

<b>Result Indicator</b>	<b>Units</b>	<b>2005-06 Actual</b>	<b>2006-07 Actual</b>	<b>2007-08 Budget</b>	<b>2008-09 Forecast</b>
i) Structure fires confined to object and room of origin	%	69.2	69.4	70.0	70.0
ii) Structure fires with estimated direct property loss in excess of \$1 million	no.	32	9	10	10
<b>Notes:</b>					
i) This indicator measures the NSWFB's effectiveness in reducing the adverse effects of fire on communities through its response and mitigation strategies. A higher proportion of structure fires contained to the object or room of origin is more desirable.					
ii) This indicator measures the effect of fire on property. The lower the number the better the outcome.					

## **Accurate assessment of emergency risks**

<b>Result Indicator</b>	<b>Units</b>	<b>2005-06 Actual</b>	<b>2006-07 Actual</b>	<b>2007-08 Budget</b>	<b>2008-09 Forecast</b>
i) Emergency incidents within NSWFB role with response dispatched	%	100	100	100	100
ii) Fires investigated by specialist fire investigators	no.	323	271	355	320
<b>Note:</b>					
i) This indicator measures the NSWFB's risk assessment capacity and shows how the supply of emergency management services meets demand.					

## **DEPARTMENT OF RURAL FIRE SERVICE**

The Department of Rural Fire Service (RFS) provides a community-based fire service for more than 95 per cent of the State. In doing so, the Service relies on nearly 70,000 volunteers to provide most of its operational and risk management capabilities.

The fire management and fire protection responsibilities of the Service arise from the *Rural Fires Act 1997*.

Expenditure by the Service on bushfire fighting activities is financed by the Consolidated Fund (13 per cent), local government (13.3 per cent), and the insurance industry (73.7 per cent).

The State contribution towards fire fighting services is paid into the Rural Fire Fighting Fund along with contributions from insurance companies and councils. In 2008-09 contributions provided to the Fund will total \$201.7 million or \$3.1 million more than in 2007-08.

The Service is also the host agency for the Office for Emergency Services which is responsible for policy advice to the Minister, providing administrative support to the State Emergency Management Committee and the State Rescue Board and administering the Natural Disaster Mitigation Program.

## **RESULTS AND SERVICES**

The Service contributes to the Government's priority of protecting the community through its key role in coordinating bushfire fighting arrangements operating within New South Wales. The Service aims to reduce risk to the community and the environment, including the damage that arises from fires and other emergencies, by working towards the following results:

- ◆ The impact of fire on properties and their occupants is reduced.
- ◆ There is greater community awareness of, and participation in, fire risk reduction.
- ◆ The environmental impact of RFS incident management activities is reduced.
- ◆ Fire incidents are managed more effectively.

To achieve these results, the Service works through the service groups of:

- ◆ Community safety services which deliver community education and activity programs that reduce the risk of fire and assess development applications.
- ◆ Operational services which coordinate fire fighting and response arrangements including aviation, logistics and communications.
- ◆ Operational and administrative support services which give operational, clerical and managerial support including financial and strategic development across the organisation.

- ◆ The Office for Emergency Services, is an independent entity hosted by the RFS, which supports the Minister for Emergency Services in policy development, administration and the comprehensive coordination of emergency service agencies in the State.

The key services provided by the Service and the way in which they are expected to contribute to results are set out in the following table:

Service Groups	2008-09 Budget Expenses  \$m	Results				
		Reduced impact of fire on properties and their occupants	Greater community awareness of and participation in fire risk reduction.	Reduced environmental impact of RFS incident management activities	Fire incidents managed more effectively	More fire incidents prevented
Community Safety	17.0		✓	✓		✓
Operations	168.2	✓		✓	✓	✓
Operational and Administrative Support	22.8	✓	✓	✓	✓	✓
Office for Emergency Services	20.0					
<b>Total Expenses Excluding Losses</b>	<b>228.0</b>					

## RECENT ACHIEVEMENTS

Highlights for 2007-08 include:

- ◆ coordinating seven Section 44 (major incident) declarations (*Rural Fires Act 1977*) involving 15 local government areas
- ◆ purchasing 260 new and refurbished tankers (\$34.5 million)
- ◆ issuing 2,718 Bush Fire Hazard Reduction Certificates
- ◆ delivering 278 community education adult programs and 513 community education youth programs
- ◆ conducting 1,362 fire awareness programs and
- ◆ steady growth of MyRFS volunteer-only website beyond 10,000 users.

## **STRATEGIC DIRECTIONS**

A number of initiatives are currently under development or implementation. These include:

- ◆ implementing the Urban Interface Bush Fire Mitigation Plan 2006-10 to increase the level of bushfire mitigation works undertaken in high bushfire risk areas
- ◆ facilitate a more coordinated approach to identifying bush fire risk and planning appropriate treatment actions in Rural Fire Districts by implementing the Bush Fire Risk Management Planning process and
- ◆ match the allocation of appropriate types and numbers of fire-fighting assets to the risk level and service-delivery targets in each part of the State by implementing the Standard of Fire Cover and Brigade Classification Programs.

## **2008-09 BUDGET INITIATIVES**

### **Total Expenses**

The Rural Fire Service's 2008-09 expenses are estimated at \$228 million. In 2008-09 the Service will:

- ◆ continue buying new and refurbished tankers for local brigades (\$31.1 million)
- ◆ continue maintenance grants to local brigades (\$14 million)
- ◆ continue subsidies to local brigades for brigade stations and installation of water tanks (\$15 million) and
- ◆ provide support for expenses and staffing to districts (\$44.7 million).

Also included is funding to the Office for Emergency Services for:

- ◆ the Natural Disaster Mitigation Program (\$13.8 million) and
- ◆ the Bushfire Mitigation Program (\$2.7 million).

## Capital Expenditure

The Department of Rural Fire Service's \$8.3 million 2008-09 capital expenditure program includes provision for the following projects:

- ◆ acquisition of motor vehicles (\$6.5 million) and
- ◆ purchase of computers and other small items of equipment (\$1.8 million).

## AGENCY RESULT INDICATORS

### *Reduced impact of fire on properties and their occupants*

Result Indicator	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2008-09 Forecast
i) Completed fire code assessments within the required 40 days of development applications for subdivisions & special purpose buildings	%	...	...	85	90
Note: This indicator shows the RFS' effectiveness in reducing the potential impact of fire on properties in bush fire prone areas.					

### *Greater general community awareness of and participation in fire risk reduction*

Result Indicator	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2008-09 Forecast
i) Community fire-awareness and preparedness education activities implemented	no.	...	627	630	640
ii) Properties inspected within 10 days of complaint registration	%	...	65	70	75
Note: These indicators measure the Service's community fire preparedness and participation effort.					

**Reduced environmental impact of the Service incident management activities**

Result Indicator	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2008-09 Forecast
i) Bush Fire Management Committees with mapped fire history	%	...	...	5	25
ii) Bush Fire Management Committees with mapped vegetation fire regimes	%	...	...	5	25

Note:  
These indicators gauge the Service's environmental management performance.

**Fire incidents more effectively managed**

Result Indicator	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2008-09 Forecast
i) Fire tankers deployed to brigades on schedule per month	%	...	...	...	100
ii) Fire fighters with Voluntary Competency Index qualifications	%	...	...	...	85

Note:  
These indicators show how effective the Service is at managing incidents through efficient use and deployment of fire fighting resources in bush fire prone areas.

**Fire incidents prevented**

Result Indicator	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2008-09 Forecast
i) Bush Fire Management Committees with completed draft Bush Fire Management Plans within 6 months of commencement	%	...	...	70	75
ii) State level programs and training events delivered	no.	...	...	...	50

Note:  
These indicators measure incident prevention by the RFS through the use of various mitigation measures in bushfire prone areas.

## **STATE EMERGENCY SERVICE**

The State Emergency Service (SES) is a volunteer-based emergency management response and rescue agency, established by the *State Emergency Service Act 1989*.

The Service is the nominated combat agency responsible for floods and storms under the State Disaster Plan. The Service also has responsibility for 90 accredited rescue units and for providing assistance to the NSW Police Force, New South Wales Fire Brigades, Department of Rural Fire Service, NSW Ambulance Service and the State Emergency Operations Controller.

The Service's vision is "To build safe and resilient communities by providing the State's most versatile and utilised volunteer emergency service". The Service delivers this vision for New South Wales through over 10,000 dedicated volunteers across 227 units, supported by 17 regional headquarters and the State headquarters.

### **RESULTS AND SERVICES**

The Service aims to build a safer and more resilient community by working towards the following results:

- ◆ SES volunteers are prepared, trained and well-equipped to be operationally ready to deal with emergency operations.
- ◆ Responses to community requests for assistance before, during and after floods, storms and other emergency events are timely and effective. Also, responses to assist other emergency service agencies that provide assistance to the community are timely.
- ◆ Communities are educated and prepared to deal with emergency situations.

Key services provided by the Service that contribute to these results include:

- ◆ training all SES volunteers to nationally accredited emergency standards
- ◆ providing a 24/7 communication centre to ensure that the community can access assistance from its nearest SES unit and
- ◆ effectively advertising educational programs and literature aimed specifically at community safety and awareness during floods and storms.

The key services provided by the Service and the way in which they are expected to contribute to these results are set out in the following table:

Service Groups	2008-09 Budget Expenses  \$m	Results		
		Volunteers equipped, trained and skilled to deal with emergency situations	Timely response to community requests for assistance and other emergency service agencies	Community prepared to deal with emergency situations
Recruitment and Training	12.4	✓		
Operational Readiness	37.2	✓	✓	
Community Education	4.9			✓
<b>Total Expenses Excluding Losses</b>	<b>54.5</b>			

## RECENT ACHIEVEMENTS

The SES has received significant funding increases in recent financial years. This additional funding has enabled the SES to address major priorities by:

- ◆ providing nationally recognised competency based training to all volunteers
- ◆ employing additional staff to alleviate the administrative burden on volunteers
- ◆ upgrading and maintaining vital life saving rescue equipment
- ◆ constructing modern custom designed regional headquarters and
- ◆ upgrading of computer equipment to volunteer unit headquarters.

In addition, funding in the area of information technology has seen projects such as Request for Assistance Online (RFA) implemented. RFA Online is an operational management tool that enables the SES to record all requests for assistance from the community. It was used to great effect during the devastating Hunter and Central Coast storms and floods in June 2007 and the North Coast floods in January 2008. RFA Online enabled the SES to provide strategic, targeted and professional emergency response to almost 20,000 requests for assistance from the public for the June 2007 floods, the second largest emergency response operation in the Service's history.

## **STRATEGIC DIRECTIONS**

The service continues to employ a number of strategies to deliver better services to the community of New South Wales. These include:

- ◆ delivery of community education at the local level through facilitation of trained volunteer community education officers
- ◆ delivering telephony communication capabilities to deal with changing telecommunication systems and provision of a robust and secure Wide Area Network
- ◆ continued improvement of the RFA online database
- ◆ continued development of flood intelligence capabilities
- ◆ upgrading computer and communication systems at all 227 SES volunteer units across New South Wales
- ◆ developing strategies to maintain and recruit volunteer membership especially in drought-affected rural and indigenous communities and
- ◆ continuing to provide community first responder assistance in remote and rural areas where doctor and ambulance facilities are not immediately accessible.

## **2008-2009 BUDGET INITIATIVES**

### **Total expenses**

The State Emergency Service's total expenses are budgeted at \$54.5 million in 2008-09, an increase of 17.9 per cent compared to the 2007-08 budget. The increase is mainly due to an additional \$5.8 million to increase the response capabilities of the Service's volunteers and expand recruitment and development programs.

The revised total expenses in 2007-08 has increased by \$13.4 million as a result of grants to cover the higher than anticipated natural disaster expenditure by the Service.

## Capital Expenditure

The State Emergency Service capital program is estimated at \$3.1 million in 2008-09. The decrease of \$2.2 million from 2007-08 is related to the completion of two capital projects, the new warehouse in Wollongong and the emergency power generator at State headquarters.

Capital funding will continue in the following areas:

- ◆ \$1.4 million for rescue equipment
- ◆ \$200,000 to replace motorised hydraulic cutters for road crash rescue units and
- ◆ \$1.5 million for communication and paging systems.

## AGENCY RESULT INDICATORS

### *Volunteers equipped, trained and skilled to deal with emergency situations*

Result Indicator	Units	2005-06 Actual	2006-07 Actual	2007-08 Budget	2008-09 Forecast
i) Time from receipt of equipment at State headquarters until delivery at units	days	42	30	14	10
ii) Qualification competencies awarded to volunteers	no.	8,141	8,524	8,750	9,000
iii) Training courses available to volunteers	no.	21	22	24	26

Notes:

- i) Improvements in procurement procedures and developing more effective contractual arrangements with suppliers have developed economies of scale to improve delivery times of equipment to volunteers.
- ii) Increasing the number of qualifications will give volunteers greater skills to deal with emergencies.
- iii) The SES aims to provide the most versatile and utilised volunteer emergency service to the community of New South Wales. To achieve this, the SES continues to develop an increasing range of nationally accredited emergency operation training programs.

***Timely response to community requests for assistance and to other emergency service agencies***

<b>Result Indicator</b>	<b>Units</b>	<b>2005-06 Actual</b>	<b>2006-07 Actual</b>	<b>2007-08 Budget</b>	<b>2008-09 Forecast</b>
i) SES volunteers	no.	10,302	10,407	10,500	10,750
ii) Requests for assistance (RFA) received from community	no.	10,700	35,000	25,000	25,000
<b>Note:</b>					
i) Volunteer numbers must be maintained to ensure delivery of service.					

***Community prepared to deal with emergency situations***

<b>Result Indicator</b>	<b>Units</b>	<b>2005-06 Actual</b>	<b>2006-07 Actual</b>	<b>2007-08 Budget</b>	<b>2008-09 Forecast</b>
i) Floodsafe brochures handed out to the community	no.	50,000	50,000	50,000	50,000
ii) School and community events attended by SES	no.	255	275	300	300
iii) SES community service announcements on local TV network across regional New South Wales	no. each week	25	30	40	40
<b>Notes:</b>					
i) Floodsafe brochures provide information specific to a city, town or region and the flood threats.					
ii) This indicator shows the SES visibility in the community and its promotion of safety awareness at grass roots level.					
iii) Prime TV provide State-wide coverage to rural and regional areas promoting the SES contact number of 132 500 and how the SES can assist in times of flood and storm.					